



METRO
Louisville
HUMAN SERVICES



LMHS Program Report
FY 2005-2006
Third Quarter

LMHS Mission

The Mission of Louisville Metro Human Services is Twofold:

- To maximize the human potential throughout the Louisville Metro community, focusing in particular on removing barriers to self-sufficiency for vulnerable populations and on strengthening our working families, and;
- To improve key developmental outcomes for young people.

The department provides services to youth, seniors citizens, people with disabilities, the homeless, immigrants, populations at risk of abuse and those impacted by poverty. This work is accomplished through the following Divisions and Offices:

Family Services
Office of Youth Development
Offices for Advocacy and Public Policy
Finance and Administration

Family Services

The Division for Family Services works with families and individuals to attain social and economic independence and maximize the potential of each family member - whether child, youth, adult or senior citizen – as the concerns of each individual impact the family as a whole. The division emphasizes prevention, early intervention, and accessible resources for those with the greatest economic need through the following programming:

Family Assessment and Support Services

Family Self-Sufficiency Services

Senior Citizens' Services

Neighborhood Place

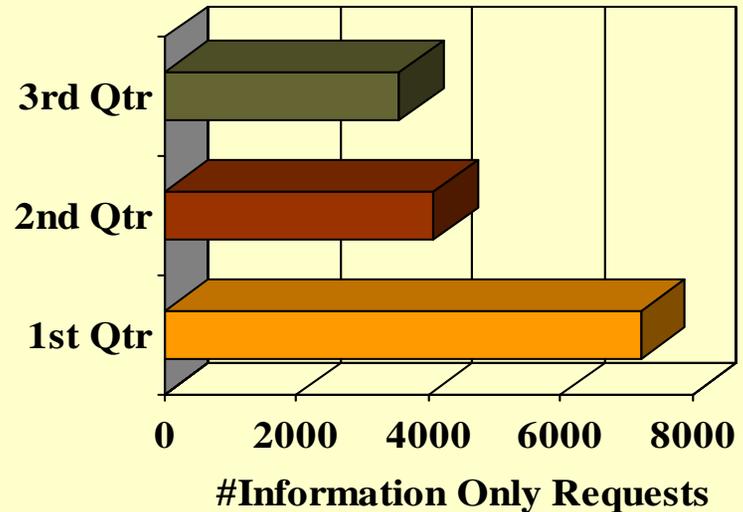
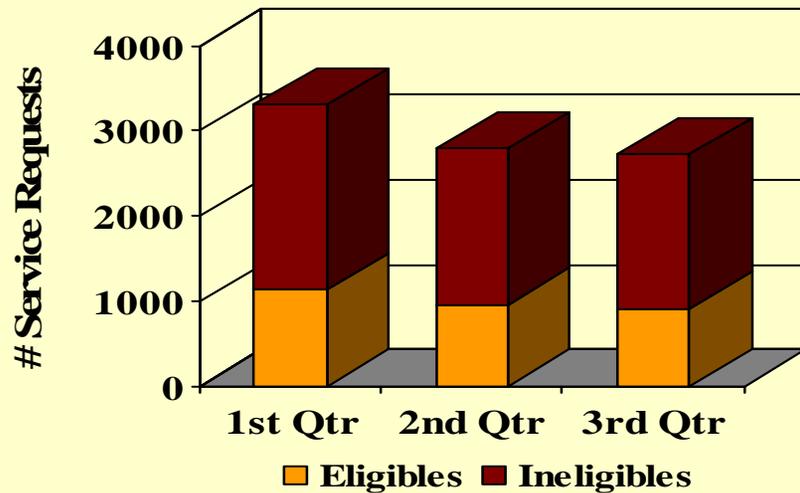
Family Assessment and Support Services

The purpose of the Family Assessment and Support Services unit is to assist families and individuals who experience barriers to full participation in the community by providing case management, emergency financial assistance, information, assessment and/or referral; and by intervening with families when youth begin to demonstrate behaviors that may have serious negative consequences. Services provided through this unit are:

Information and Referral
Emergency Financial Assistance
Family Intervention Services
Homeless Assessments

Information and Referral (I&R)

I&R services are provided through our staff at Neighborhood Place. The main function is to provide information to persons inquiring about resources and availability of services. A number of calls relate to eligibility and preliminary screening for services provided by LMHS.



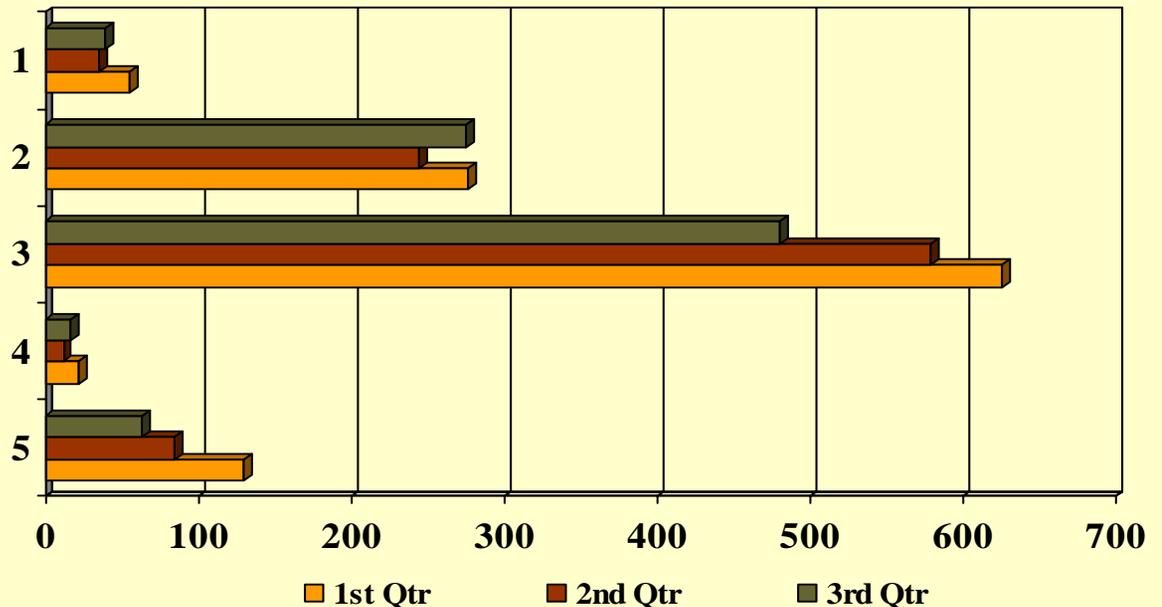
By the end of the third quarter, I&R staff fielded **23,679** calls. Of those, 63% were for information only. Of those calls requesting services, 66% were found to be ineligible.

Emergency Financial Assistance (EFA)

Key Financial Crisis Indicators

Legend:

1. Loss of Income-earning family member
2. Loss of Employment
3. Loss of income/ support due to illness
4. Loss of child support
5. Other



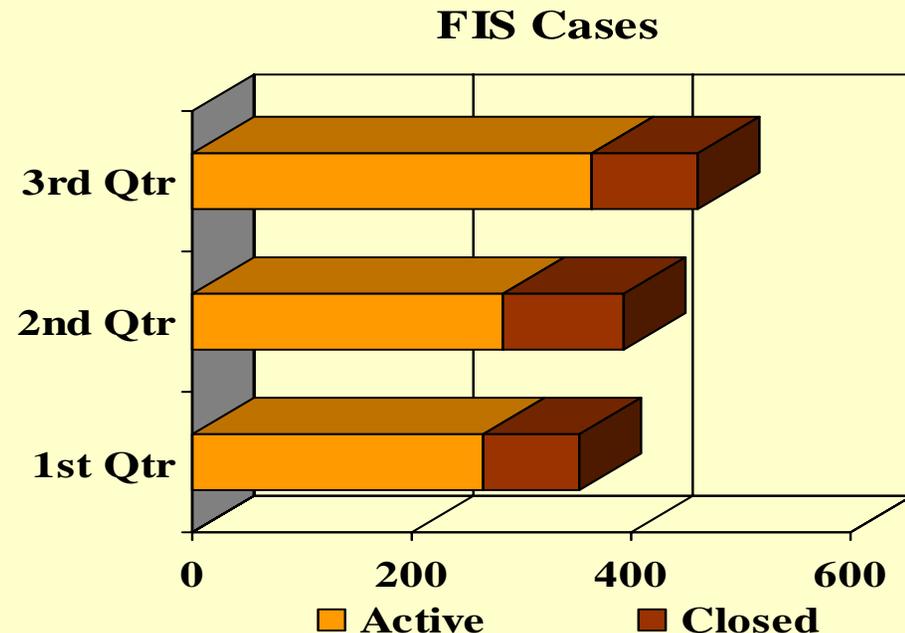
Emergency Financial Assistance is provided for shelter and utilities expenses to help stabilize housing. These services are available for those with zero income or resources. **Loss of income/support due to illness** remains as the primary reason clients seek assistance through the 3rd Quarter – **55%**

Family Intervention Services (FIS)

Problems related to truancy, parent/child conflicts, homelessness, or other factors impact the entire family.

FIS provides case management to students and their families at the Neighborhood Place sites. Case management, based on family needs, generally lasts 3 to 6 months. Other services provided include:

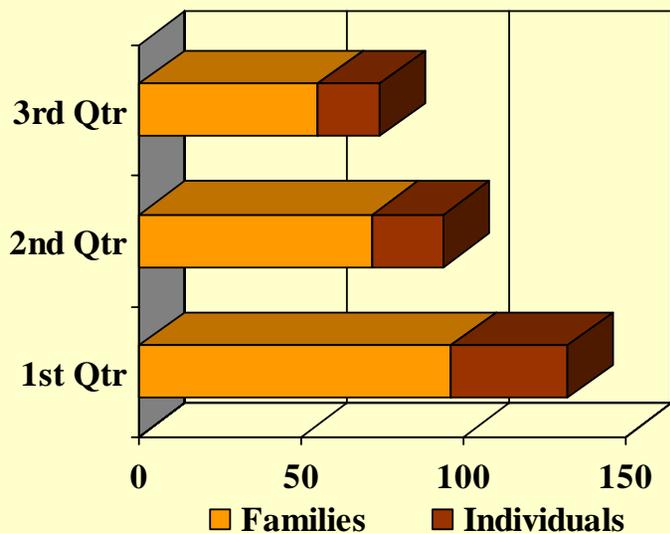
- Family Advocates for Truancy Court (a voluntary program) – providing intensive case management for 8-10 weeks to address truancy along with other issues impacting student attendance, behavior and performance.
- Co-facilitation of support/education groups for youth. These groups focus on girls and boys transitioning from elementary to middle school as well as from middle to high school.



This unit experienced a 28% increase in the number of active cases over the last quarter.

Homeless Assessments

Assessments are completed with families or individuals that present at the Neighborhood Place as homeless or unable to access the shelter system. Relevant information and key data is obtained to draft a course of action and to make appropriate referrals. Families who meet the federal definition of homelessness and are amenable to entering public housing are referred to the LMHS Homeless Families Response Team, who will work to help the family obtain and maintain permanent housing. Homeless singles and those who do not meet the federal definition of homelessness are referred to public housing, available shelters, or other appropriate resources.



Currently, there have been:

- **300** homeless assessments conducted, with **74%** of those being families
- **66%** of those families have been referred to the Homeless Families Response Team for further services

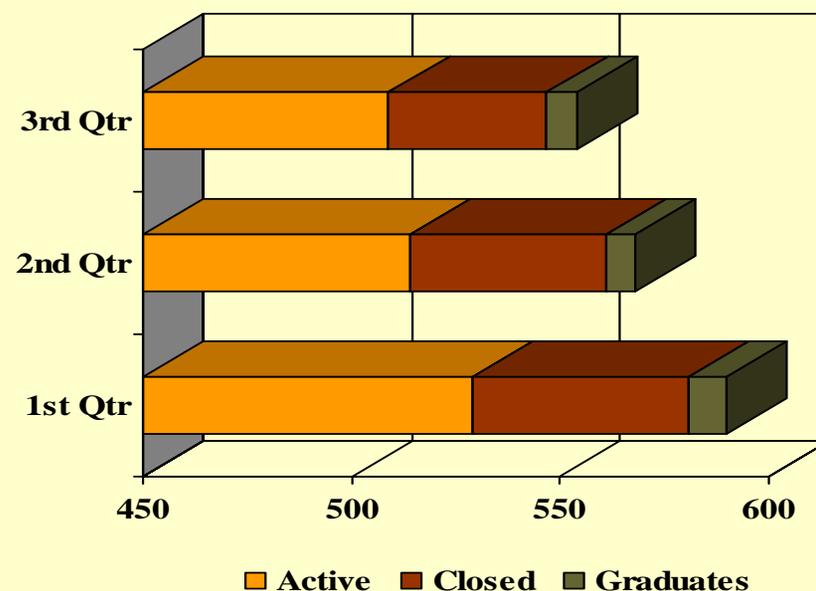
Family Self-Sufficiency Services

The purpose of the Family Self-Sufficiency Services Unit is to assist families in achieving economic independence and stable housing by providing long-term case management services, assistance in acquiring suitable employment and assistance with achieving other goals related to self-sufficiency. These services include:

Operation Self-Help
Permanent Supportive Housing
Homeless Families Response Team
Extended Care

Operation Self-Help (OSH)

OSH provides intensive, long-term case management services to families who reside in public housing developments, scattered site housing, and Section 8 units operated by Louisville Metro Housing Authority. Services are focused on families interested in education, training, life skills, and employment in order to become independent of government assistance and economically self sufficient.



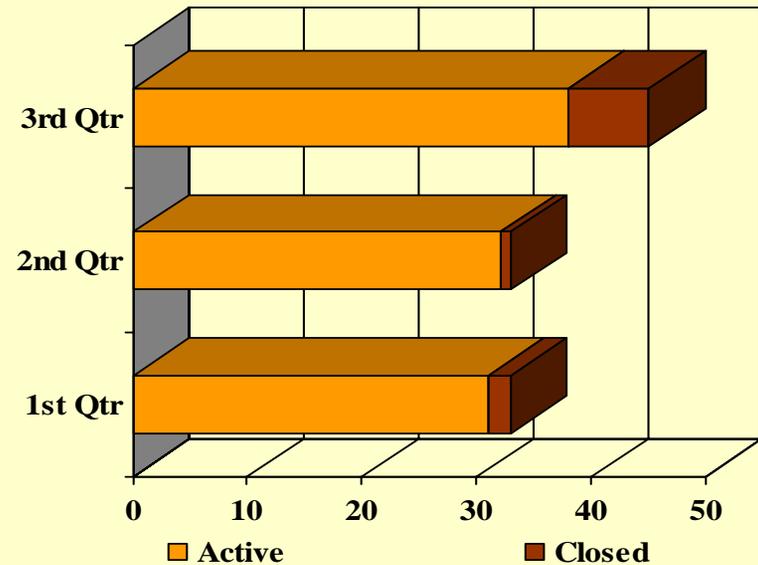
Of the 509 currently active clients:

- **91%** no longer receive KTAP assistance
- **20%** are engaged in educational component (GED; vocational or post-secondary)
- **63%** are employed

In addition, **14%** of those who left the program successfully graduated.

Permanent Supportive Housing (PSH)

The Permanent Supportive Housing Case Managers serve homeless individuals and families that have one of four disabilities: HIV/AIDS, substance abuse, mental illness or dual diagnosis. Case Managers assess all clients and work to place them in the best available, affordable housing. Case Managers access housing through Shelter Plus Care, Metro Housing Authority as well as market rate and other subsidized housing. Case Managers continue to work with these individuals to identify other mainstream services and help them to maintain their housing.

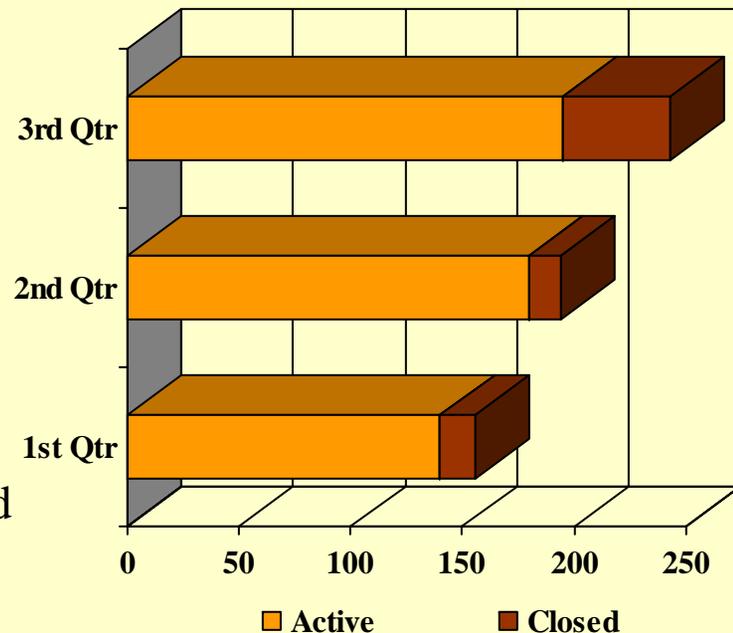


13% of the clients currently involved in this program have obtained permanent housing

The Homeless Families Response Team consists of two case managers who work with families to determine the best individual housing option for each family. Homeless families begin by being assessed at a Neighborhood Place and must be willing to enter public housing if it is available.

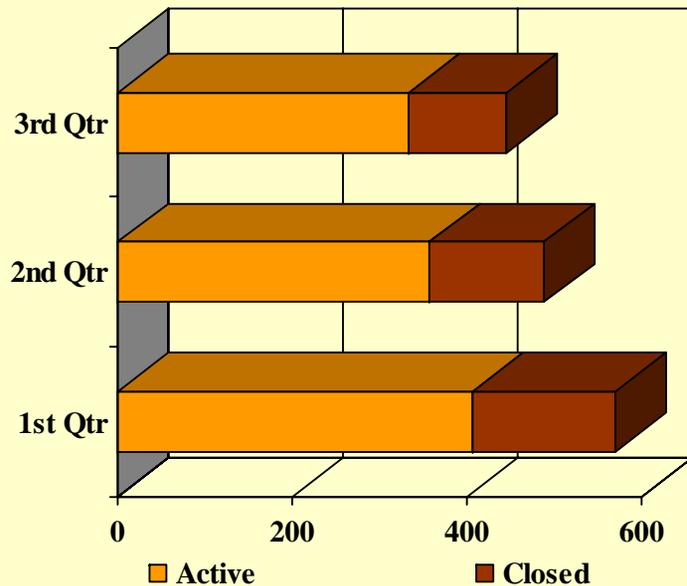
The benefits of HFRT are housing placement assistance; when possible in subsidized housing with the case manager functioning as a housing specialist to assist the families through the paperwork process and verifications required. They also provide up to 6 months of case management and link families to all available resources that will help them with stabilization and support.

Homeless Families Response Team (HFRT)



30% of the clients who are active in this program have obtained permanent housing

Extended Care (EC)



So far this year, 111 Extended Care Cases have been approved for disability reimbursement*

Extended Care Services provides case management and *long-term* (up to 9 months) emergency financial assistance for shelter and utilities to individuals and families who are unable to work due to physical and/or mental disabilities. In many cases, the financial assistance provides a “bridge” for individuals and families in crisis pending their application for and receipt of federal Supplemental Security Income (SSI) payments. Individuals and families in crisis with *short-term* disabilities that are barriers to employment may be eligible for up to 6-months of financial assistance.

* The reimbursements received are clients whose cases have been closed for a period ranging from one month to 3 years. The approval process can take anywhere from 120 days to 2 years.

Senior Citizens' Services

The purpose of the Senior Citizens' Services Unit is to promote independent living for senior citizens (60+ years and older) by providing home-delivered and congregate meals, health education and advocacy, utilizing an extensive volunteer network. This accomplished through:

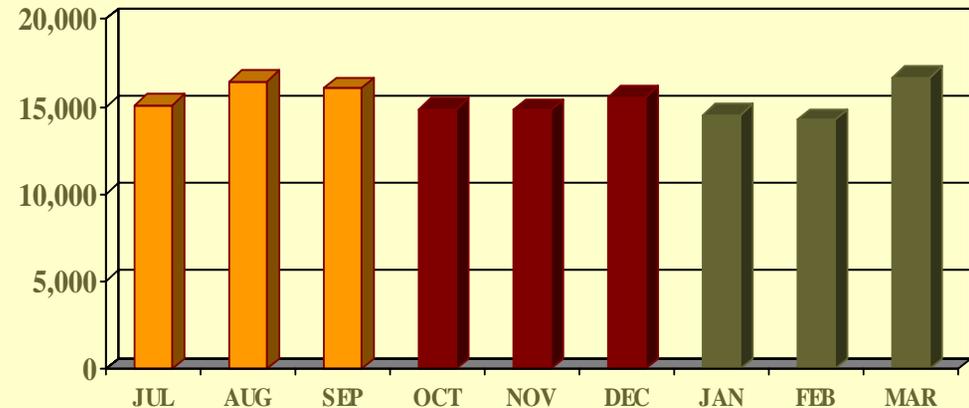
Meals on Wheels
Senior Nutrition Program
Intergenerational Program

Meals on Wheels

There has been a total of **138,308** meals delivered to the home-bound so far this year.

On average, there are **829** seniors participating in this program each month.

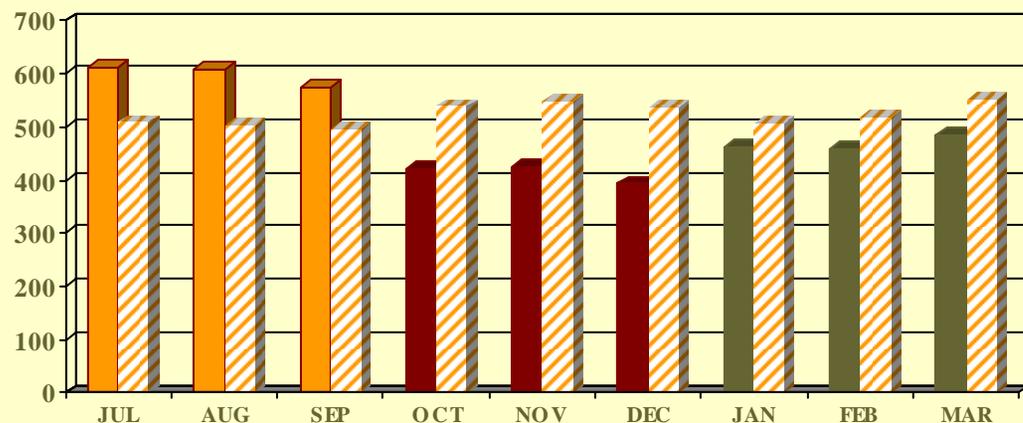
Number of Meals Delivered by Month



LMHS works in partnership with a network of volunteers and community agencies to deliver over 850 meals daily to homebound older persons across Jefferson County. Meals are delivered from senior centers and facilities located throughout the community. These daily home visits and meal delivery are an important support of senior citizen health, independence and socialization.

Meals on Wheels – Volunteers

Number of Volunteers per Month



Striped bars depict number of volunteers for 2004-2005

In the 3rd quarter, staff provided coverage in 17% of the routes (n=239), representing 478 hours or 60% of their time. That calculates roughly, to 14 additional volunteers needed for this program (based upon the average number of hours provided by volunteer per month).

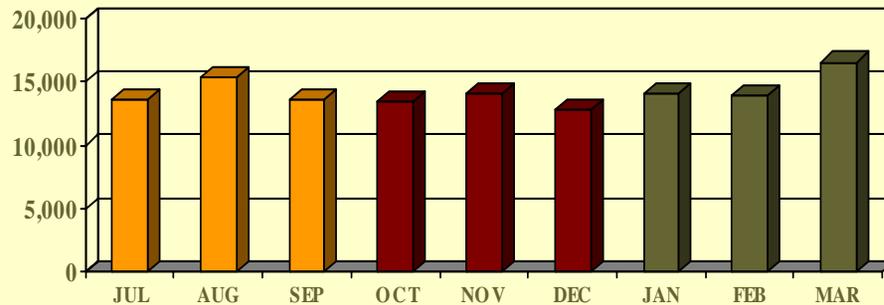
There are many demands on a person's time these days and volunteers to deliver meals are a precious resource. Meals are delivered by staff when volunteers are not able to fulfill their route or when there is no one assigned to that route. Senior Nutrition has approximately 23 routes each day and some days as many as 6 staff members are delivering meals. This takes the staff away from doing other aspects of their jobs such as home visits and intakes. The waiting list hovers around 400 people, and the lack of volunteers means that new routes are not able to be developed. Typically one meal route takes 10-12 volunteers at a minimum, assuming that folks will deliver twice a month.

This year, there have been an average of **483** volunteers who have provided **15,730 hours** of service at a **value of \$276,062**

Senior Nutrition Program

Congregate Meals

Congregate Meals Consumed per Month

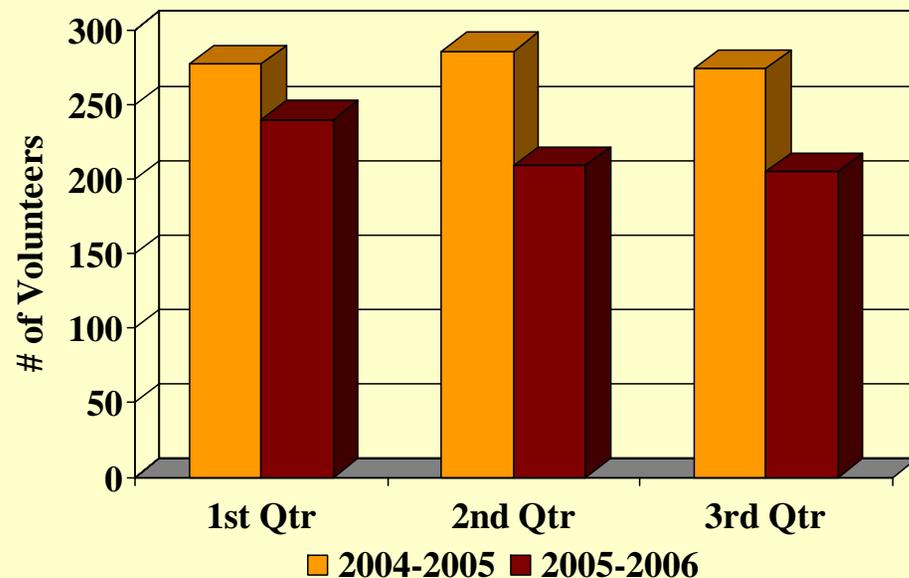


There are **15** Nutrition Centers throughout the community. So far this year **127,187** meals have been consumed at those centers by an average **607** seniors per month.

In addition, a cooperative effort of LMHS and the Jefferson County Public Schools, Senior Centers in the Schools is an **Intergenerational Program** designed to get area seniors actively involved. While providing hot lunches and free social services, the program also offers seniors opportunities to volunteer in the schools. Intergenerational programs currently operate in three area schools: Shawnee, Fern Creek, and Pleasure Ridge Park High Schools.

The Senior Nutrition Program serves hot, noon-time meals to people 60 years of age and older. Meals are served at community centers, where activities and programs are scheduled daily. Reservations are required one day in advance. The program promotes better health through improved nutrition and offers seniors an opportunity to combine food and fellowship.

Congregate Meals – Volunteers



Volunteers assist at 25 Nutrition Centers located throughout the Metro Louisville area serving meals, organizing activities, etc.

**This year, the program has been assisted by:
274 Volunteers who have provided 32,112 Hours of Service
Valued at \$563,566**

Offices for Advocacy and Public Policy

The purpose of the Offices for Advocacy and Public Policy is to assess and improve conditions for women, immigrants, disabled and aging citizens by serving as a catalyst for the development of collaborative initiatives; by providing information, resources, data and support on issues of need, access to information and services, safety, accessibility and the removal of barriers; and by serving as a liaison between government and the community. This is accomplished through the **Office for Aging and Disabled Citizens** and the **Office for Women**.

Office for Women (OFW)

Community Outreach

The Office for Women (OFW) uses advocacy and policy to improve the status of women in the Louisville Metro area. The office focuses on major issues affecting women's physical, mental, social and economic well-being. These include employment, housing, child support, child custody and care, safety issues such as domestic violence and abuse, health needs, legal assistance and responsiveness to Louisville's growing diversity. One tool used by the OFW to improve the status of women is Community Outreach.

In FY2006, there have been:

- **353** Family Violence Victims Directories distributed
- **54** hours of presentations to community organizations
- **2872** information resources distributed upon request

Office for Women

Visitation and Exchange Center

The Safe Havens program is funded through a federal grant from the U.S. Department of Justice in partnership with the Office on Violence Against Women. The program includes a visitation and exchange center.

The Louisville Metro Exchange Center provides a safe and neutral place for the exchange of children between residential and non-residential parents and is operated out of the Hall of Justice

So far this year, there have been:

- **6004** visits to the exchange center scheduled
- Of those, **68%** were completed
- **248** families served, and
- **396** volunteer hours provided at a value of **\$6,950**

Office for Aging and Disabled Citizens (OADC)

Community Outreach

The Office for Aging and Disabled Citizens (OADC) advocates for rights and policies that enhance the lives of seniors and people with disabilities; educates the community on the perspectives of these citizens and develops community responses to housing, transportation, crime and safety and other key issues. One way this is accomplished is through Community Outreach.

In FY2006, there has been:

- **4380** Senior Services Guides distributed (for a downloadable, pdf version: [Senior Services Guide](#))
- **375** Medicare Part D workshop attendees
- **1100** participants in the annual Senior Day Out event

Office for Aging and Disabled Citizens

Elder Abuse Training

Through a grant from the Office of Justice Programs, the Louisville Office for Aging and Disabled Citizens, in partnership with the Louisville Elder Abuse Services Coordinating Committee, a curriculum was developed to train professionals on elder abuse issues. The course details the need for training; provides examples of common types of elder abuse, the victims and perpetrators; and presents real case scenarios from our community. The target audience is judges, prosecutors, court personnel, and law enforcement personnel.

The year there have been:

- **20** Elder Abuse Training Sessions provided to judges, prosecutors, court and law enforcement personnel
- **632** Participants at an average of 31 attendees per session.

Office of Youth Development

The Office of Youth Development (OYD) is a division of LMHS and promotes the healthy development of youth by creating and supporting initiatives that address risk factors, enhance protective factors and help youth become responsible, productive adults.

The goal of OYD's **Direct Services to Youth** is to promote positive youth development, focusing on “disconnected” youth and their families, by coordinating with community stakeholders to provide a wide range of services: educational, social and after-school programs, life skills training, youth employment skills training, job opportunities, and special activities that promote strong families and social / cultural development. This is accomplished through:

Studio2000

Youth Services and Careers Institute

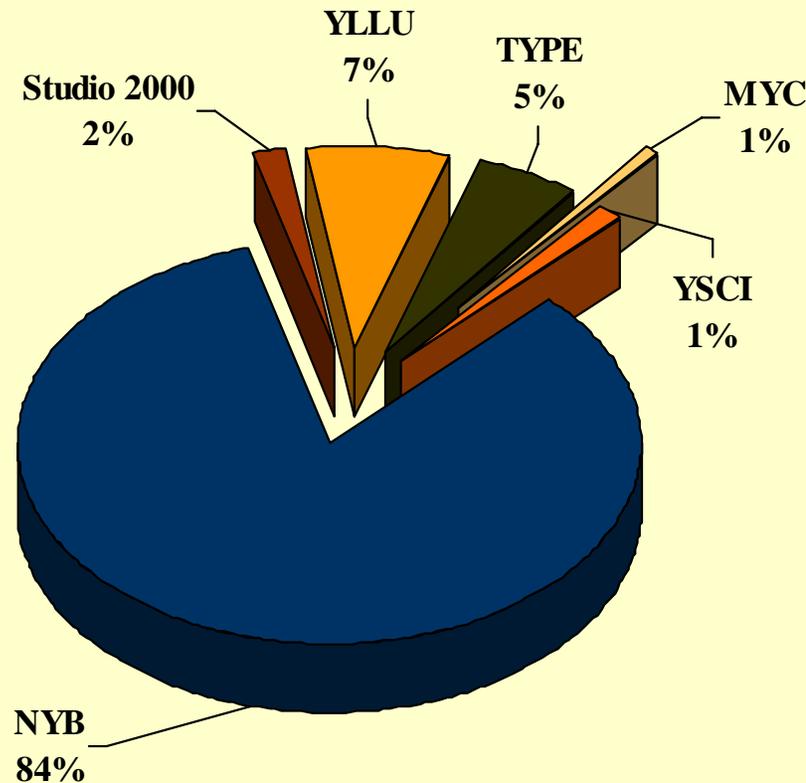
Neighborhood Youth Boards

T.Y.P.E. (Teen Youth Program of Encouragement)

Mayor's Youth Cabinet

Direct Services to Youth

FY2006 PROGRAM PARTICIPANTS



Legend:

NYB – Neighborhood Youth Board; YLLU – Young Ladies Like Us

TYPE – Teen Youth Program of Empowerment; YSCI – Youth Services and Career Institute

MYC – Mayor's Youth Cabinet

There have been 4,109 youth participants in OYD programs so far this year. Of those:

- **32%** participated in community service activities, completing **868** hours of service at a value of **\$4,470**

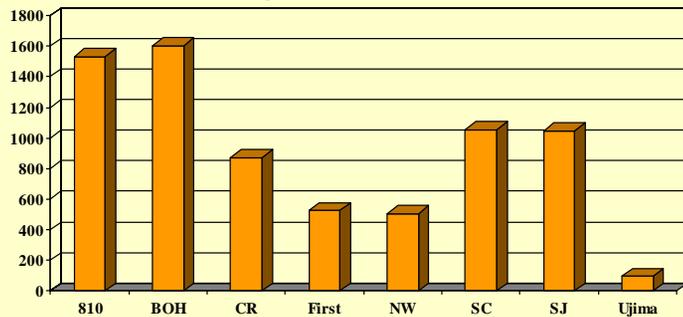
In Addition:

- **6,200** people attended a total of 4 special events
- **788** hours were performed by **315** Volunteers at a value of **\$13,829**

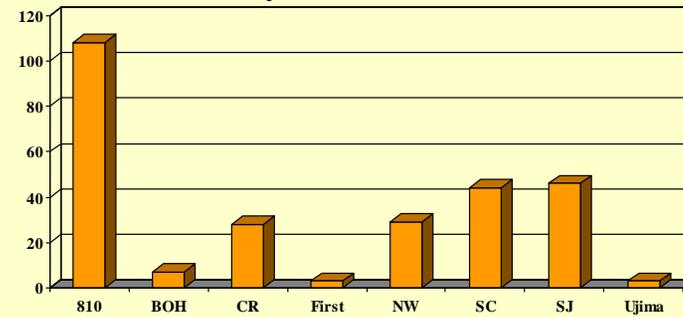
Neighborhood Place

LMHS is a partner in the Neighborhood Place one-stop-shop social services system. The Family Assessment and Support Unit within the Family Services Division provides services to clients through one of eight locations.

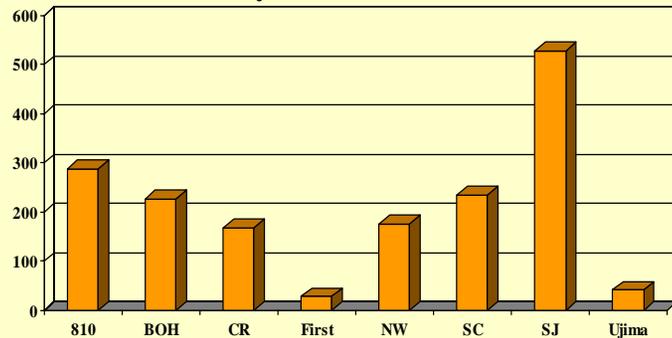
**Requests for LMHS Financial Assistance
by NP Site Y-T-D**



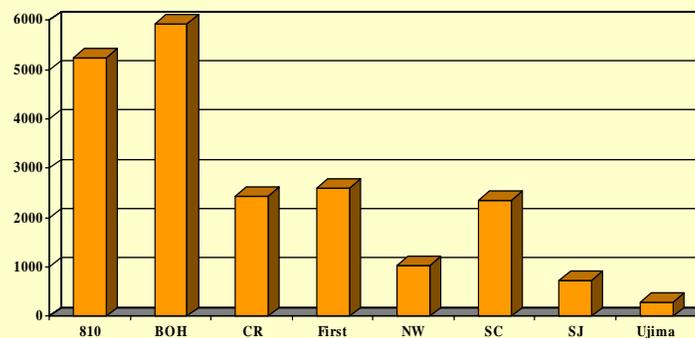
**# of Homeless Families Assessed
by NP Site Y-T-D**



**# of Family Intervention Home Visits
by NP Site Y-T-D**



**# of Information and Referral Services Provided
by NP Site Y-T-D**



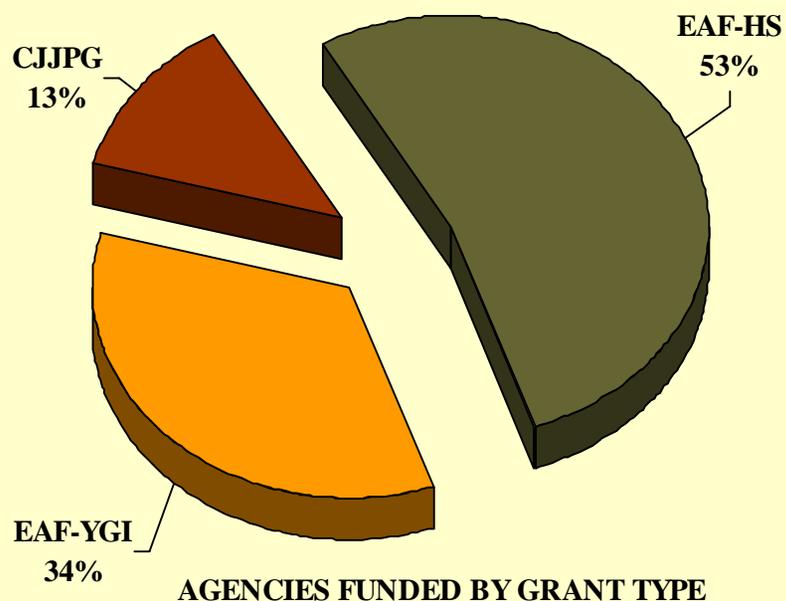
Additional information/data can be found at: www.neighborhoodpl.org

LMHS Grants

Youth Grants and

External Agency Fund – Pie Chart (OYD & HS)

External Agency Grants are one-year grants awarded for project and operating support to youth service agencies and to area non-profits who further the mission of LMHS in removing barriers to vulnerable populations and improving key developmental outcomes for youth. These grants are awarded by Louisville Metro Government annually through a competitive process.



Community Juvenile Justice Partnership

Grants (CJJPG) are two-year grants awarded to youth serving agencies in the Louisville Metro area. These grants are awarded as a part of the Kentucky Department of Juvenile Justice pass-through funds in a competitive process, specifically for the purpose of meeting the goals and objectives of the Louisville Metro Alliance for Youth.

LMHS Grants

External Agency Fund (OYD & HS) - Detail

Human Services

68 Grantees provide services to the following vulnerable populations:

- **44%** - Families at risk of poverty
- **22%** - Families at risk of homelessness
- **12%** - Women and children prone to abuse and neglect
- **11%** - Aging/Senior Citizens
- **5%** - Disabled Citizens
- **5%** - Immigrants and Refugees

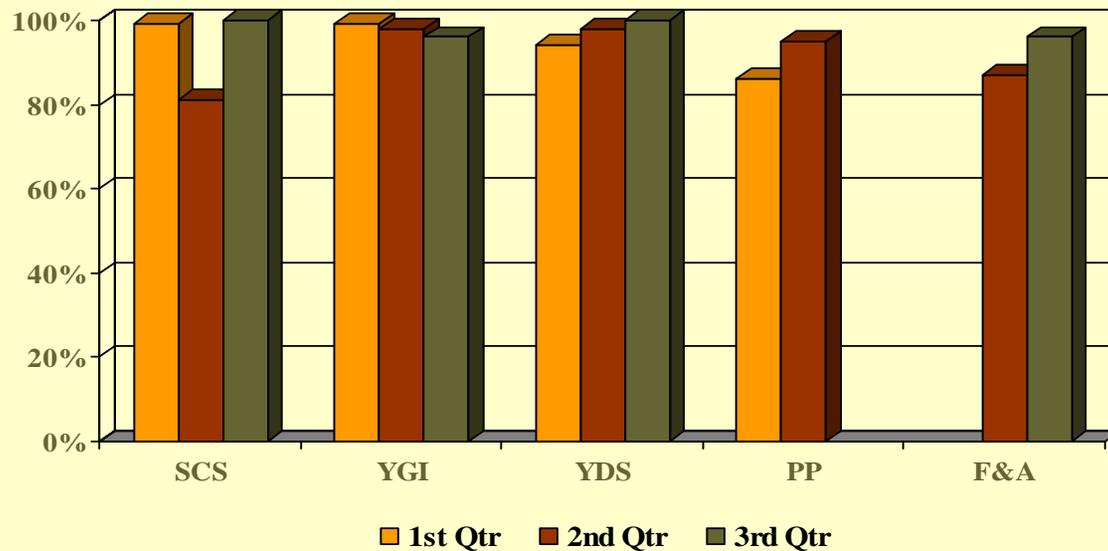
Youth (OYD)

44 Grantees provide the following types of services to youth:

- **66%** - Positive Youth Development
- **61%** - Academic Enhancement and Enrichment
- **37%** - Conflict Resolution Training
- **25%** - Career Exploration/Job Readiness
- **23%** - Mentoring
- **20%** - Health and Fitness
- **18%** - Gender-specific Programs
- **14%** - Law-related Education
- **11%** - International Focus

LMHS Customer Satisfaction

Services and Training



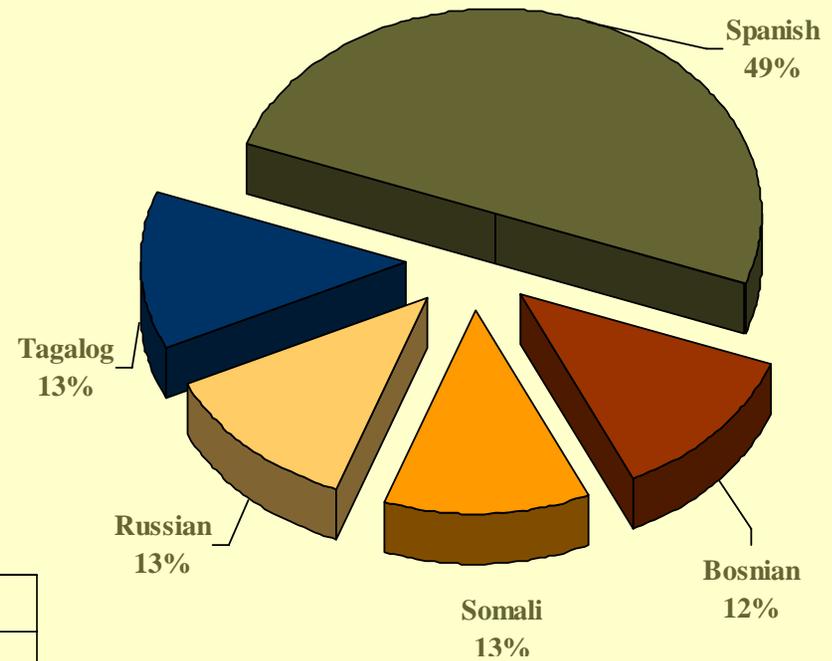
SCS = Senior Citizens' Services
YGI = Youth Grants and Information
YDS = Youth Direct Services
PP = Advocacy and Public Policy
F&A = Finance and Administration

Training evaluations and service surveys are conducted in many of the programs provided through LMHS in order to gauge customer satisfaction levels and as a tool to engage in continuous quality improvement.

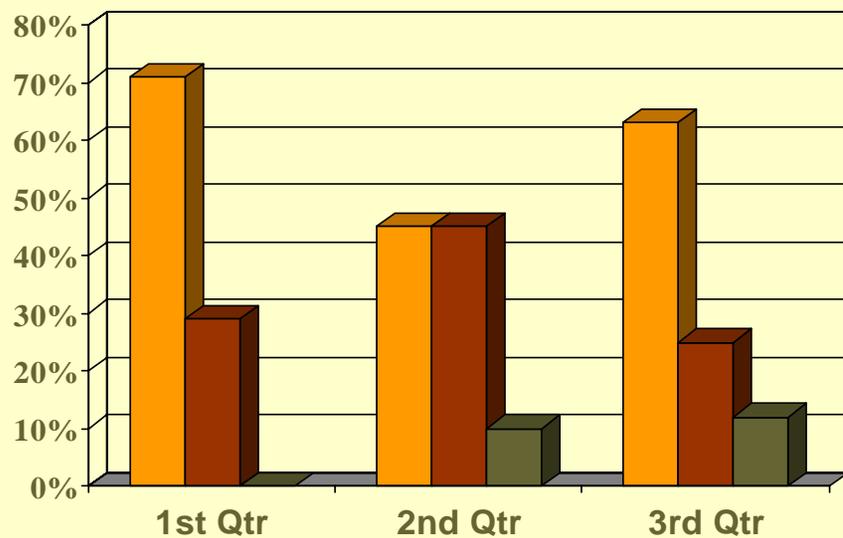
**98% Overall
LMHS
Customer
Satisfaction
Rating for
3rd Quarter**

LMHS Language Needs

LANGUAGE SERVICES BY LANGUAGE TYPE



PERCENT OF CONTACTS BY PROGRAM



- NP
- FSS
- FAS

NP = Neighborhood Place

FSS = Family Self-Sufficiency

FAS = Family Assessment and Support

Report Information

This report was compiled using information contained in LMHS Performance Measurements and the NP Monthly Activity Report. As this is the first such report of its kind, some data may require additional background information in order to understand it fully. Therefore, before using any of this data publicly, please contact Tina Lentz: Planning, Research and Training Manager at:

Tina.lentz@louisvilleky.gov

For more information about LMHS and its programming, please refer to our website:

www.louisvilleky.gov/HumanServices